

Gandlake TransAct. Enhanced service for your customers. Reduced costs and increased efficiency for your council.

What is “Gandlake TransAct”?

Gandlake TransAct is a transaction hub aimed at reducing the time spent completing and re-keying eforms.

How does it work?

Gandlake TransAct is a complete solution which enables your forms to be submitted to your workflow or back office system, reducing handling and re-keying. The inbuilt library of intelligent eforms can supplement or replace existing forms packages, providing state-of-the-art functionality for your staff and customers.

Who benefits from Gandlake TransAct?

Its user friendly interface is good news for the citizen and authority. Completing, submitting and processing the forms become much easier and faster.

The included benefit claim form adapts to the data entered and optionally can have fields pre-populated, reducing errors and increasing efficiency.

What are the benefits of Gandlake TransAct?

Reduced Costs

Shifting your application process on to the web immediately removes the high costs associated with printing, mailing, handling and storing traditional paper forms. Everything can be carried out online with no “postal tennis” between the applicant and council staff in order to gather the completed and correct information.

Any Format

The open approach of TransAct means it will work seamlessly with your existing eforms technology such as Tagish, Ebase, Lagan eForms, AchieveForms and Team Netsol.

Improved Efficiency

Forms can be pre-populated with the applicant’s data, saving them time and ensuring all the data is collected correctly and at the first time of asking. It will prevent the applicant from continuing unless all required fields are completed. If the applicant doesn’t have the necessary information to hand they can save the form at any point and return to it later. This means no chance of missing data, no need to send the form back to the applicant, no need to contact the applicant and the whole process becomes much faster and much less costly.

Gandlake TransAct. Up front benefits.

- » Reduced print and mailing costs.
- » Much faster application completion and processing.
- » Reduces ongoing dialogue to gain information.
- » Data collected accurately and completely.
- » Improved efficiency.
- » Forms can be pre-populated.
- » Fully automated process (utilising back office interfaces).
- » No re-keying errors – right first time results.
- » Claim Form can be linked to an online calculator.

Improved Service

Gandlake TransAct can be linked to an online calculator so if the application is for housing benefit the customer gets an idea of the amount they are entitled. By helping the tenant through the form the Landlord or Welfare Advisor knows straight away how much benefit the tenant will receive and how quickly they need to start paying to avoid drifting in to arrears.

Convenience

Applicants can fill out and submit eforms at any time of the day or night. Help and guidance is given at every step so there's no need to contact the council during office hours. As long as they have access to a computer, a form can be completed and submitted regardless of location.

Security

Information entered into a Gandlake eform is securely encrypted before being submitted to secure servers. If the applicant doesn't have all the information to hand, the form can be saved at any stage and then accessed again later with a PIN code and password.

To learn more about **Gandlake TransAct** and see how it can benefit your organisation please call us on **01635 524404** or visit **www.gandlake.com**.



Gandlake **TransAct** will help you **make savings, increase your efficiency and enhance the services** you provide your customers, all at once.

Over the web: faster, better, simpler.
www.gandlake.com



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